

# First Light

## ROLE PROFILE

<b>Role Title</b>	Helpline Response Team Advisor	<b>Service</b>	Cornwall Domestic Abuse Service
<b>The Role</b>	<p>The helpline provides a single point of contact and gateway for those who have experienced domestic abuse within Cornwall and ensures they are able to access appropriate services. The Helpline Response Team provide a support and assessment service to domestic abuse victims by conducting telephone-based risk assessments, safety plans, information and advice as well as appropriate onward referrals within the Domestic Abuse and Sexual Violence pathways. The post holder will be expected to receive referrals, input data and contact victims referred to the Helpline by professionals, the public, the police and self-referrals, and provide a pro-active service to all victims of domestic abuse.</p> <p>The post holder will effectively complete risk assessments, address immediate safety through safety plans, and provide information, advice and onward referral to ensure victims are supported to access services to which they are entitled. The post holder will work closely with case coordinators and the High Risk IDVAs within First Light.</p> <p>The post holder will need to be a self starter, conscientious, meticulous, highly motivated, flexible and able to work unsupervised.</p>		
<b>Reports to</b>	Helpline Team Leader	<b>Salary</b>	£17,550

Behavioural Competency	Level	Statement
<b>Achievement</b>	2	Works towards team goals, monitoring tasks for accomplishment, quality and timeliness.
<b>Analytical Thinking</b>	2	Analyses and reviews situations to assess all options prior to determining a course of action.
<b>Client and Customer Focus</b>	2	Ensures clients/professionals are provided with an informative, quality service and ensures positive relationships are built.
<b>Initiative</b>	2	Can develop areas within their work area and work independently.
<b>Flexibility</b>	1	Can demonstrate an ability to respond effectively to changing circumstances.
<b>Ethics and Values</b>	1	Appropriately represents First Light vision, values and ethics in their work with service users, colleagues and partner agencies.
<b>Team Working</b>	1	Able to work co-operatively across teams and with external organisations to meet stated team goals. Delivers collective service responsibility putting personal preference aside. Positively contributes to team development
<b>Professional Confidence</b>	1	Able to understand own emotions and triggers and how these impact on own behavior and the response of others. Acts responsibly to control any negative impact and seeks support through supervision.

<b>Core Commitments</b>	Ensure that an understanding of the dynamics of domestic abuse, and its impact on victims, family members and wider society, informs all work with victims and partner agencies.
	All interventions will prioritise the safety, security and dignity of service users and of colleagues.
	Be respectful of the diversity of service users and of the need to prioritise the accessibility of service provision
	Maintain a focus on individual and institutional advocacy to support the needs and right of service users
	To promote empowerment and self help to enable service users to take control of their lives
	To ensure service users are fully informed of the confidentiality and information sharing policy and specifically the limits to confidentiality.
	Respect service user's rights to confidentiality as prescribed within the policy and comply with Data Protection legislation
	Provide a high quality, consistent service to all as required by the policies and procedures of First Light
	Maintain a pro-active commitment to own continuous professional development including team meetings, supervision and training relevant to the post

<b>Key Activities</b>	Take domestic abuse telephone referrals from victims and professionals
	Prioritise responses to calls by carrying out brief initial risk assessments
	Sign post referrals to relevant agencies
	Provide advice and guidance to callers
	Undertake necessary training for the post
	To adhere to the Data Protection Act 1998
	Manage emails and all other correspondence
	To maintain confidentiality as required within the role and to be able to work on issues of a sensitive or confidential nature in a confident and capable manner
	To ensure that all documents are referenced, filed and easily accessed on the electronic filing system in line with ISO 9001 quality management
	Attend regular line management supervision
To undertake any additional duties as may be required to deliver the service.	

<b>Key Results</b>	<b><i>Key results to be agreed annually at appraisal but may include:</i></b>
	Number of referrals received
	Response rate to all calls
	Knowledge of partner agencies
	Data integrity
	Review of compliments, comments and complaints data

## PERSON SPECIFICATION

When completing your application form, you should consider how you've demonstrated the items listed below in your life inside and outside work and study, from hobbies and academia to part-time jobs and extra-curricular activities. Think about specific examples of things you've done in the last two to three years, remembering what you did, the role you played and what challenges you faced.

	Essential / Desirable
<b>EDUCATION, QUALIFICATION AND TRAINING</b>	
Evidence of IT and computer literacy skills	E
Relevant degree (e.g. Criminal Justice, Sociology, Social policy, law, psychology)	D
CAADA IDVA Training certificate	D
Relevant vocational qualification/s	D
Full Driving license	D
<b>EXPERIENCE</b>	
Working with victims of domestic abuse or Vulnerable adults	E
Undertaking Risk assessments	D
Developing and maintaining relationships with clients/colleagues/professionals and stakeholders	E
Experience of the work of criminal/civil justice and/or health and social care systems	D
Handling confidential and sensitive information appropriately	E
<b>KNOWLEDGE, SKILLS &amp; ABILITIES</b>	
Knowledge and use of Microsoft Office applications (Word, Outlook, Excel)	E
Confident communicator with excellent telephone skills	E
Knowledge and understanding of the dynamics of domestic abuse and its impact	E
Understanding of practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse	D
Understanding of Child and Adult safeguarding reporting	E
Understand the principles of risk assessment and safety planning	E
Ability to handle confidential and sensitive information appropriately	E
Understand and demonstrate a commitment to equal opportunities and diversity in policy and practice	E
Flexibility and the ability to adapt according to the needs of the service	E
<b>PERSONAL</b>	
Able to maintain personal and professional boundaries	E
Able to self evaluate and critically reflect on own practice	E

### Short listing criteria

2 points	=	significantly / fully meets criteria
1 point	=	partially meets criteria but falls short on key aspects
0 points	=	does not meet criteria